



2011 Member and Stakeholder Survey

Executive Council Response

Introduction

A core responsibility of the Executive Council (EC), under the APNIC Bylaws, is to ensure that APNIC's strategies meet the dynamic Internet environment. The APNIC Member and Stakeholder Survey is a key tool in that process, which the EC commissions every 2 years, to help us to understand the needs of the APNIC Community, and to set strategic direction accordingly. The Survey also provides APNIC with valuable information on the performance of the APNIC Secretariat and the objectives it needs to meet over the coming period.

In February 2011, APNIC released the results of latest survey, which was conducted by Professor Ang Peng Hwa of the Singapore Internet Research Centre (SIRC).

This survey produced a wealth of input for consideration, grouped into the following areas:

- Resource Distribution and Technical Services
- Billing and Administrative Services
- Setting APNIC Priorities
- Public Services
- IPv4 Depletion and IPv6 Deployment
- Training, Education, and Certification
- Internet Governance and APNIC Representation

In this response, the APNIC EC will provide a commentary on the results of the survey, as well as a commitment to support appropriate actions by the APNIC Secretariat.

We thank all respondents to the 2011 Survey for the considerable time and consideration, which was spent in responding to the Survey, and in thereby helping us to do our work for APNIC.

Survey Participation

Data gathering for the 2011 Survey was conducted between 2 and 21 November 2010. It produced 794 valid responses, which was an increase of 32% over the previous 2009 survey. Valid answers to specific questions also increased, from 30% to 60% over the previous survey. Although the general stakeholder responses increased from 37 respondents in the 2009 survey to 269 in the current survey, the Member responses decreased by 7%.

In general the EC is very please to see the large number of responses to the survey, particularly from Non-Member stakeholders. We suggest an increase future promotion of the survey among APNIC's membership, in order to encourage an ongoing increase in participation.





Overall Assessment of Survey Results

The EC has assessed the results of the Survey and will review its current strategic plans and directions against these findings to ensure APNIC's activities will satisfy Members' needs and expectations.

The EC is pleased to see the Survey findings consistently indicate that services provided by APNIC are well received. Most respondents indicated that APNIC should focus on improving its current functions, rather than expanding its scope of service. The suggestions provided by respondents are also consistent; with calls for more training, more localized initiatives, and the need for more support on IPv6 deployment.

The EC believes that the Member's overall satisfaction of APNIC services, rising from 7.11 in 2009 to 8.09 in 2011, gives a strong indication that previous Survey feedback was used effectively towards ongoing improvements in services generally. However the EC is also interested to examine and consider in detail both the performance of APNIC, and the community's views on future priorities, and to respond accordingly.

The remainder of this survey response is organized according to the structure of the Survey itself, which consists of section A for APNIC account holders only, and section B for all APNIC stakeholders.

A. Findings from APNIC Account Holders Only

Resource Distribution and Technical Services

The EC notes that Members have increased their approval rate on some of the key metrics of APNIC services, such as *APNIC Helpdesk provides timely & appropriate responses* (7.29 in 2009 to 7.74 in 2011) and *Procedure to obtain IPv4, IPv6 and ASNs is clear & straightforward* (6.70 in 2009 to 7.44 in 2011). This again provides a positive indication on the development of APNIC services.

On the top of the wish list for the future is for *APNIC to provide 24/7 Helpdesk operations for critical services*. While the EC realises that this is not an easy undertaking, particularly considering the cost of maintaining such level of operation, the APNIC Secretariat should consider the available options for addressing this need.

Another service high on the wish list is for *APNIC to spend more effort in informing network operation community of routability issues*. This appears to confirm the importance of the Resource Quality Assurance activities that have been underway, and may indicate a need for further promotion and/or development of those services.

Billing and Administrative Services

Given the recent changes to APNIC's fee structure, the EC was interested to note any relevant feedback on the cost of APNIC membership. We note strong support for the proposition that the APNIC fee structure is reasonable and justified (7.76), and also that account holders are receptive to the idea of having a regular review of the fee, which the EC may undertake in future (7.40).

Setting APNIC Priorities

Of the three areas (Communications, Services and Technical) in which Survey respondents were asked to indicate priority activities, the Services area received the strongest message to *prioritize on supporting IPv6 deployment*. The Technical area was given two clear priorities, to consider *routing* &



registry security improvements and to do more research & development activities. Only the Communications area did not receive such clear guidance, so the EC suggests that equal attention should be given to Internet Governance, technical community outreach, and training content & delivery development.

B. Findings from all APNIC Stakeholders

Public Services

The evaluations of APNIC's public services of Policy Development, Information Dissemination and Technical Services were generally good, with the majority score above 7. Technical Services received an average score of 7.63, indicating good performance and availability of APNIC's Public Whois Database and Reverse DNS services. However, the EC is asking the APNIC Secretariat to keep improving all its public services, by *taking into consideration the respondents' written comments when looking for areas to be improved*.

Those with slightly lower than 7 score are related to APNIC Meetings content and remote participation facility. The EC noted that significant investments on remote participation equipment have been made recently, and asks for continuing attention to this area, particularly in terms of promoting their use within the region.

IPv4 Depletion

With the depletion of APNIC's IPv4 address pool, IPv4 transfers have clearly become an important issue for the community. Regarding the role APNIC should play in IPv4 transfers, a role of *developing policies and guidelines facilitating IPv4 transfers* was seen as the most important (47%).

The EC notes the importance of the registry function of APNIC, and suggests ongoing *focus on ensuring that the APNIC Whois Database is kept up-to-date and is accurate*, by whatever means possible. The EC is also aware that questions of IPv4 transfer policies are not yet resolved and attention should be given to furthering community discussions on these issues.

IPv6 Deployment

In terms of IPv6 readiness, the 2011 Survey results suggest that while IPv6 deployment continues to gain momentum, there is still a minority of respondents reporting that they have a formal IPv6 plan (39%). This leaves a sizeable pool of organizations that either have no formal plan for deployment, or have not allocated resources and budget for the deployment.

This result highlights that for the time being, active promotion of IPv6 deployment is still required. The EC notes respondents' strong agreement for APNIC's role in *sharing best practice, providing training, and creating awareness,* and commits APNIC to supporting these activities actively.

Training, Education and Certification

The EC observes strong support for APNIC training activities, that Survey respondents want the APNIC to collaborate more with other organizations on training activities, and that the training curriculum should lead to a certification from APNIC. Collaboration with local organizations can bring the cost down, which has been identified as an issue, and courses can be delivered locally, which matches the respondents' preferred training location.



The EC commits to supporting ongoing APNIC training activities, particularly in Developing and Least Developed economies, and on a sustainable basis in response to demonstrated needs (and taking a collaborative approach wherever possible).

Internet Governance and APNIC Representation

While a formal role in Public Affairs is relatively new at APNIC, it has generated positive results. Members and Stakeholders indicated that while engaging governments has ensured inclusiveness in developing Internet Governance policies, APNIC could do more in terms of government engagement in the region. Respondents felt that this engagement could be focussed on sharing best practices (68%) and training government officials on the matters concerning APNIC's core mission (55%). Overall, results show that Developing Economies would like to see more government liaison activities, and this should be taken into account in future planning.

Implementation

The findings of the APNIC Member and Stakeholder Survey play a very important role in APNIC's operational planning as well as providing the basis for budget development.

The EC is aware of the differing needs and expectations of Developed, Developing, and Least Developed economies and these were apparent in the results for Training and IPv6 deployment. The EC will continue to ensure that APNIC's activities meet the needs of all economies while maximising the effective use of Member funds.

The EC appreciates the work of the APNIC Secretariat, which has resulted in the overall increase in the key services assessment scores compared to the previous Survey. This is an important indicator that the previous Members and Stakeholder feedback have been listened to and acted upon. The EC will ensure that this Survey's findings will lead to improvement implementations in the same manner.

Once again, the EC sincerely thanks all those who participated in the Survey for their valued input, and all those who helped contribute towards its success.

Akinori MAEMURA

Chair,

APNIC Executive Council